



# *Workforce Town Hall*

*13 November 2012*

LTC Jason C. Mackay  
Garrison Headquarters

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*Mission: USAG Picatinny Arsenal provides effective and efficient installation capabilities and services that support the Joint Center of Excellence for Armaments and Munitions enabling continued firepower dominance by the United States Military and sustaining a community in which Service Members, Families, and Civilians will thrive.*

*Vision: Picatinny Arsenal, recognized within IMCOM as the Army's Home in Northern New Jersey and a Team of professionals, provides consistent, quality services and infrastructure that are force multipliers in supported organization mission accomplishment and materially enhance Service Member, Family, and Civilian well-being and readiness.*

## **The Army's Home in Northern New Jersey**



# Workforce Town Hall



## Agenda

- I. Upcoming Community Events
- II. Snow Plan
- III. ICE Comments
- IV. Gates/Hours/Traffic
- V. Tree Memorial
- VI. Army Family Action Plan
- VII. FMWR Holiday Hours
- VIII. Staying Connected



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## Upcoming Community Events

- Holiday Tree Lighting, First Street – Nov 29, 1600
- Holiday Ball, Cannon Gate Club – Dec 1, 1800
- Santa Express – December 6 & 7, 1700-2000
- Breakfast with Santa – Dec 8, 1000-1400
- Holiday Lights Tour – Dec 7 & 17
- Radio City Christmas Spectacular – Nov 28 & Dec 12
- Installation Military Call, Sam Adams – Dec 7, 1700
- Menorah Lighting – Dec 10, 1600
- Right Arm Night, Sam Adams – Dec 20, 1630

Garrison Community Calendar:

<http://www.pica.army.mil/garrison/calendar/default.aspx>



## Snow Plan Overview

- **Events Leading Snow Season and Each Storm**
  - Preparation
  - Forecasting
  - Pretreatment
  - Continuous Staffing
    - Shifts
    - Subcontractors
- **Installation Closures and Delays**
  - Delays and Closures are determined by the Senior Commander
  - Notifications are made NLT 0530
  - Notifications are broadcasted by local media and eNotify systems



## Snow Plan Prioritization

- **Priority 1**
  - **Main Base Streets, Parking lots, Buildings required before Post may open for business**
- **Priority 2**
  - **Secondary Base Streets, Parking lots and buildings to be cleared as soon as possible after Post opens for Business**
- **Priority 3**
  - **Remaining Roads and Streets, Parking Lots and buildings as soon as practical to do so.**

ALL PRIORITIES ARE DELINIATED ON THE SNOW AND ICE  
REMOVAL PRIORITY MAP ESTABLISHED BY DPW



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## Building Manager Responsibilities

- **DPW SOP 420-10, Appendix B:**
  - Building occupants are responsible for clearing snow from the door to the main sidewalk.
  - It is the responsibility of the person in charge of each building to apply grit to steps and landings and to remove snow from in front of all doors, landings, steps, and walkways leading to the main walk parallel to the road as early as possible during regular duty hours.
  - Salt/sand barrels can be provided by Contract snow removal. To request a barrel or to have a barrel replaced or refilled call X7669. Building managers may have to pick the barrels up from building 302, depending upon the availability of a Contract employee.
  - Each facility will be responsible for procuring snow removal equipment to perform the responsibilities listed above.



## Challenges

- **Vehicles of persons TDY**
  - All vehicles to be parked in long term lot located at B302S
  - Permit required through PAPD
- **Snow Equipment backing up**
  - Do not drive or walk behind snow equipment while in operation
  - Do not attempt to “flag down” operators
- **When plows are operating in parking lots**
  - Park only in areas which are clear or park in an alternate area until the lot is completely clear
- **Contact Information**
  - 4-SNOW (7669)



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## Positive Changes Implemented Based on ICE Comment Cards

Program	Customer Suggestion	Positive Changes Implemented
Recreational Lodging	Bowed Shower Curtain Rod (more space).	Shower Rods ordered.
Snow Removal	Side Walk covered with ICE	Submitted Service Order to treat walk with salt.
Forge Fitness	Male Custodial Staff in Womens Locker Room - Need Sign Posted when Male is cleaning Women's locker room	Post Sign on Exterior of Changing Room during cleaning.
Recreational Lodging	Night Light for Bathroom is needed	Night lights were ordered and installed for bathrooms.
Residential Communities	Please post business & lunch hours on front door	Created flyer and posted hours and contact information on facility
Visitor Control	Vulgar Words used by Employee	Employee reminded to be courteous, polite and respectful to customers.
Cannon Gates	Staff walking through conference areas during meetings	Will ensure no future interruptions during meetings
Catering	Strips of siding off bldg 3150 hanging over adjacent walk way	Service Order submitted to fix facility siding
Facility Maintenance		Colored red bricks placed around perimeter to enhance visibility and reduce labor intensive hand cutting of grass.
Golf Course	Increase visibility of Normandy Plaque for tree by bldg 1	
Choices	Offer BBQ foods weekly	Incorporated into weekly menu mix
Choices	Offer chicken Caesar salad	Incorporated into weekly menu mix
Cannon Gates	Customer gave negative comments in March regarding food	Customer commented that their experience has improved, quality has increased
Catering		





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## Positive Changes Implemented Based on ICE Comment Cards

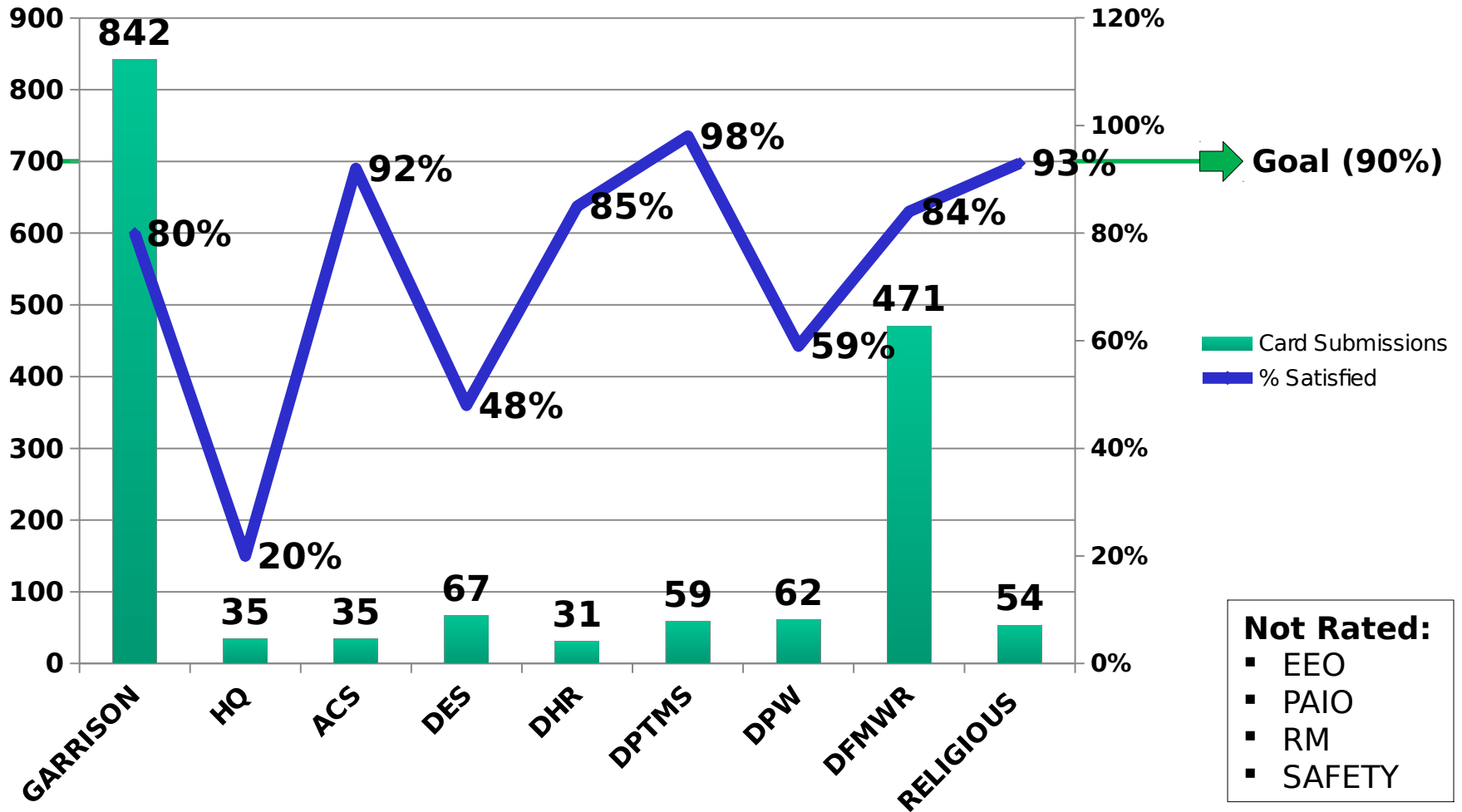
Program	Customer Suggestion	Positive Changes Implemented
Frog Falls	Lack of availability of chairs	Acknowledged/addressed issue - ordered over 50 new chairs
Frog Falls	Poorly prepared food & poor customer treatment	Discussed with food service employees and provided additional in service customer training
Frog Falls	Rules not being equally enforced	Manager conducted training - reviewed safety/height requirements
Golf Course	Mobile Cart Service - employee texting/not servicing golfers	Addressed issue and counseled employee
Cannon Gates Catering	Recycling containers available during presentations	Recycling containers now available during presentations
Recreational Lodging	Lock plate on bathroom door is bent so door can't close	Service order submitted - door now closes
Choices Cafeteria	Bring back the candy	Manager offering bagged loose candy to give more of a variety
Choices Cafeteria	Sanitary Operations - gloves should be worn	Meeting held with employees and gloves made available if customer requests they be worn
Choices Cafeteria	Replace top loading toaster with conveyor toaster (fix it)	Conveyor toaster repaired and replaced
Choices Cafeteria	Offer combo meal (small cup of soup with 1/2 sandwich)	Manager acknowledged and implemented
Forge Fitness	Dodge Ball for Military teens, Friday nights 7:00pm-8:00pm	Coordinated with Teen Center
Cannon Gates Catering	Need bar/lounge area to hang out with friends	Implemented portable bars that are mobile and can be moved around



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## FY 12 ICE Summary for USAG Picatinny





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## Gates/Hours/Traffic

Main Gate  
24 hrs a day, 7 days a week

Mt. Hope Gate  
0600-1800, Mon thru Fri

Truck Gate  
0600-1800, Mon thru Fri

Escape Trail  
0600-0830 hrs, Mon thru Fri  
(weather permitting)

- Current construction at Truck Gate
  - Project to help alleviate the traffic increase due to new condominium construction
  - Rt 15N will widen to three lanes from main gate
  - Entrance and Exit will be expanded to three lanes
  - Anticipate one year for completion
  - No interference in the entering and exiting of the installation, however police officer is present to direct traffic when needed



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## Tree Memorial

- New Jersey Fallen were honored at 2004, 2007, 2009 Armed Forces Day/ Memorial Ceremony
- In 2008, Garrison established a separate Memorial Ceremony to honor each New Jersey Service Member killed in action from 2001 to the present
- Each year a Ceremony (May/June) is held to honor NJ Fallen Heroes
  - Families of the Fallen are invited to attend the ceremony
  - A red oak tree is planted for each service member
- Garrison formed a New Jersey Fallen Service Member Tree Memorial Committee in December 2010 to oversee the future of memorials to include ceremonies, maintenance of tree sites, building dedications and volunteer/ad hoc projects
- POC – Susan Elias, Garrison, Chief, PAIO, x3400



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## Army Family Action Plan

- No AFAP Conference in 2012
  - Instead, 2012 AFAP Issues will be accepted now
    - All submitted issues require contact information
    - Issues should be a quality of life concern that impacts the DoD, Dept. of Army or Picatinny Arsenal; have a realistic solution
    - Fill out form and leave in the back of the room or you can go to the ACS AFAP website:  
<https://www.pica.army.mil/garrison/directorates/ACS/AFA/P.aspx>
  - Not an AFAP Issue – try
    - Talking to your chain of command
    - **ICE Comments** to provide your customer feedback on services provided by various organizations throughout DoD
- Next AFAP Conference will be in Fall 2013



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## FMWR Holiday Hours

- Thanksgiving Holiday Period:

- 22 Nov, Thurs-Thanksgiving-Holiday: ALL OPERATIONS CLOSED (The only exception is ½ day of golf weather permitting)
- 23 Nov, Fri- CLOSED: Child Care, Bucky's, Gun Powder Grill, Leisure Travel Services (ITR). All others (Choices, Forge, Out Door Recreation, Sam Adams Pub) will have regular operation hours.

- Christmas Holiday Period:

- 24 Dec, Mon-CLOSED: Bucky's, Gun Powder Grill, Leisure Travel Services (ITR), Forge, Out Door Recreation, Sam Adams Pub. (Choices-open with limited menu).
- 25 Dec, Tue-Christmas Holiday Observed-ALL OPERATIONS CLOSED
- 31 Dec, Mon- CLOSED: Bucky's, Gun Powder Grill, Leisure Travel Services (ITR), Out Door Recreation, Sam Adams Pub. (Choices-open with limited menu, Forge open 0800-1200).
- 1 Jan 2013, Tue- New Year's Holiday Observed- ALL OPERATIONS CLOSED



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## Staying Connected

- Sign up Sheet in the back list your email and designate all the distro lists you would like part of.



- Family & MWR Email Distribution:  
[www.picatinnymwr.com](http://www.picatinnymwr.com) \*Left side menu on the home



- Family & MWR Facebook:  
[www.facebook.com/PicatinnyArsenalFMWR](http://www.facebook.com/PicatinnyArsenalFMWR)

- Family & MWR Text Message Alerts:  
Text FMWR to 411247 \*Standard Text Rates Apply





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## Question & Answer

### Question

### Answer

- 1 Why weren't there any clips of returning mothers?

Patricia, thanks for your question. We did not have the ability to custom build a product for this morning's Town Hall. We utilized a stock product to convey the message of the Senior Commander, being that what we do here at Picatinny matters and facilitates the homecomings you saw. I think we all know that the Army is a diverse organization with varied ethnicities, backgrounds and genders. The images are intended to be a sample vice all inclusive. Please do not interpret this message as a slight against women in uniform or their vital contribution to the mission.

- 2 Last week's delayed opening caused gridlock on Route 15 by not opening the truck gate.

Can we open the gates at least 30 minutes before the required report time in the future?

Andrew, thanks for your observation. Contrary to popular belief the truck gate was open, and eventually augmented by Patrol Units to increase the flow in. What was working against us at the truck gate was the fact that the traffic light is set to accommodate the morning commute traffic at the morning commute times vice everyone arriving at the truck gate at 1000. The plan for next time is if we delay it will be time driven, ie a 2 hour delay. As an example, if your report time is normally 0700, you would be given until 0900 to report. This would allow you two additional hours to manage your commute as you see fit given weather, traffic and conditions, whether this means you leave later or the same time you always do, it spreads the arrivals at the gates and should mitigate this.

- 3 I have been to the visitor center four times. Every time they give me excuses why they cannot process a window sticker at this time. I was the only one at the desk.

Brian, thanks for your observation. This would be an ideal ICE Comment. We have worked out multiple paths to get decals for your vehicles based on previous ICE Feedback. On 31JUL12, DES published this via Community Email: The Directorate of Emergency Services (DES) now has 3 easy and convenient ways to register your privately owned vehicle on Picatinny Arsenal, two of which cut out the Visitors Center trip entirely:

<http://www.pica.army.mil/des/vehicleregistration.aspx>

For more information, contact the Visitor Center at 973.724.4951 / 4595 or Community Policing at 973.724.3817.





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## Question & Answer

### Question

### Answer

- 4 Will we, at Picatinny Arsenal, be affected by "Sequester", and if so, how and when?

Patricia, this one is pretty tough to answer conclusively. The SECDEF and Chairman of the Joint Chiefs are on record stating that we do not have a backup plan in case of Sequestration. The DoD (and by extension the Army) have submitted their best estimate of budget requirements to Congress given the fiscal reality. DoD and the Services would have to go into deliberate planning to handle the situation if Sequestration hits. How Sequestration would be implemented or if there are interim compromises will change the exact situation DoD will have to deal with. We are currently operating under a 6 Month Continuing Resolution Act (CRA) which would take us into March. It is unclear how Sequestration would impact the CRA and vice versa. We will not have more on this unless specific policy and guidance is used by the SECDEF or the Services.

- 5 During delayed openings, if someone shows up at the gate before the base is opened, why are they allowed on post? Wouldn't it be safer to stage them temporarily to the Visitor Control lot until the base is opened?

Alex, great question. I have given the Guards direction to allow people in before the delayed opening time in order to avoid punishing people who have braved the elements to make it here. I am also considering the possibility that one of the tenants may have a critical mission that must go on time and they have directed a critical few people to arrive early or at their regular reporting time. There is also the finite amount of parking at the Visitors Center. In the future, I foresee the majority of delayed openings will be phased (ie giving people 1-2 extra hours to get here) to ease the noted congestion at the gate during the Nor Easter last week, unless there are unforeseen conditions or events that dictate a timed opening vs a delayed and staggered opening. The intent is to allow people to get here safely. Given the variability of weather, it may take you more or less time to get here. We really just want you to get here.



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## Question & Answer

### *Question*

### *Answer*

6 I would like to know if  
BG McGuiness and LTC  
Mackay would support  
Picatinny Arsenal hosting  
Armed Forces Day again,  
either annually or  
biannually, the way it was  
previously celebrated  
(open to the public with  
vehicles and displays).  
Many of the people who  
work here are very proud  
of the work they do,  
including myself, and this  
event was one of the few  
ways we were able to  
share it with our families  
and friends. It was a real  
morale killer for myself as  
well as many of my  
coworkers and friends  
when  
BG Maddux cancelled it.  
I humbly ask for our  
Leadership to consider  
supporting Armed Forces  
Day again!

Michael, we are getting farther away from people knowing what we do. We are here to serve!  
We have a great story and we need to get the word out. We know that it is important that the American people see what we do. We may need to tell our story differently than has been done in the past, such as with the Armed Forces Day Open House. We may need to do a few smaller scale events to convey our message to the public. We need to look at our options and balance them with our budget. We will continue to look into this topic.

7 What are the Gate Hours

Operating hours for the various installation gates are posted on the Picatinny Garrison web-site at:



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## Question & Answer

### *Question*

### *Answer*

- |   |  |
|---|--|
| 8<br>.<br>Can the delayed opening notification procedure be moved earlier than 0530? The current time makes travel difficult for employees commuting from locations such as the Ft. Monmouth area. Many personnel are already on route before the notification is sent. | Yes, we are working to get the message out as early as possible or one day before. The inclement weather delayed opening notification process is mostly event driven. As weather and road conditions change, so may our operating status.  |
| 9<br>.<br>What is that status of eNotify?   | The eNotify system is up. The Garrison Commander will check to see if the system is running. Personnel can register for eNotify on the Pica Web at:<br><a href="http://www.pica.army.mil/garrison/">http://www.pica.army.mil/garrison/</a> |